

Arrow Data Enhanced – Tariff Terms and Conditions

1. The Arrow Data Enhanced is applied at account level allowing all eligible Enhanced connections to access the shared data bundle on a first come, first served basis with any usage outside of the allowance charged thereafter at the rates shown. All data bundle charges, and any overages will be charged centrally to the Customer and not against the individual Additional connections that access the shared data bundle.
2. All non-eligible bundle charge calls will be allocated to the connection that made the call and not charged centrally. 4G data connectivity is subject to coverage availability both within the UK or within the roaming country and may be subject to the incumbent mobile operator's agreement with the network provider.
3. The Customer can increase the shared data bundle outlined above in increments if required. Any increases will need to be requested in advance by the 25th of each month and will be applied on the 1st (first) of the following month. The shared data bundle can be reduced, however the base bundle size as outlined above must be maintained as a minimum.
4. Data bundle overage charges are made in 1GB increments in advance and are charged centrally on the Arrow Data Enhanced tariff.
5. International and Roaming rates are available upon request
6. All connections are automatically opted into Arrow Explorer and are opted out of all roaming data capping and any notifications within eligible countries.
7. Connections will only be charged on the days you use (00:00 to 23:59 GMT).
8. All calls to mobile and landline numbers outside the Arrow Explorer countries will be charged at Arrow standard roaming call rates.
9. Arrow Explorer is charged as a daily access fee in eligible countries only, and is triggered when an eligible call is made, SMS is sent, or data session started.
10. The full list of up-to-date Arrow Explorer destinations is available on request.
11. Early termination charges for individual connections will be calculated based on the monthly per connection unit cost as outlined above, over the longer of (a) number of months remaining until the end of the Agreement term, or (b) on the effective date of termination of this Agreement, the number of months remaining in the initial 12 month commitment period of each individual



connection as referenced in clause 1 of the Mobile Services Product Schedule.

12. Early termination charges for the whole account will be calculated based on the total of all the line rental charges outlined above over the number of months remaining until the end of the agreement term and the number of months for individual connections as stated above plus the unit cost charge for individual connections remaining until the end of the agreement.
13. For the avoidance of doubt, the Arrow Data Enhanced tariff central charges will not be included in any termination calculation unless the product agreement and all individual connections terminate in full.
14. Any unused data bundle allowances, inclusive or additional, will be lost.
15. Calls to 084/087/118/09 numbers will incur an access charge for the initial minute or part minute and in one-minute increments thereafter, in addition to the service charge cost of the call.
16. Picture messages (MMS) will be charged per message at all times and are not included within any bundle.
17. Domestic voice calls will attract a minimum call charge of 5p at all times.
18. All tariffing stated within the monthly recurring charges section are to remain activated for the full length of the agreement.
19. All call charges, unless otherwise stated, are calculated on the rates shown on a per second basis and are then rounded up to the nearest penny.
20. All hardware/tariffing available at date of proposal and is subject to change.

On the Vodafone network a minimum number of connections of 151 is required with no other tariff option utilised in respect of these and additional services.